



DEPARTMENT OF THE NAVY

COMMANDER, NAVY REGION MIDWEST
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GREAT LAKES, ILLINOIS 60088-2845

COMNAVREGMIDWESTINST 1750.7

CMC

8 Mar 04

COMMANDER NAVY REGION MIDWEST INSTRUCTION 1750.7

From: Commander, Navy Region MIDWEST

Subj: NAVY REGION MIDWEST FAMILY OMBUDSMAN PROGRAM

Ref: (a) OPNAVINST 1750.1 series
(b) NAVPERS 15571 Navy Family Ombudsman Manual
(c) Navy Family Ombudsman Training Guide

Encl: (1) Sample OMBUDSMAN Selection Letter

1. Purpose. To promulgate policy and procedures for the Navy Family OMBUDSMAN Program in the Great Lakes area.

2. Cancellation. NTCGLAKESINST 1750.7C

3. Background. Reference (a) establishes the Navy Family OMBUDSMAN Program in the Great Lakes area.

4. Discussion.

a. The Great Lakes OMBUDSMAN Assembly consists of Navy spouses appointed by their commands in the Great Lakes region. OMBUDSMAN selected should possess the following characteristics:

(1) Sufficient time for the job.

(2) Be easy to work closely with, to trust, respect and to have confidence in.

(3) Be someone who can maintain confidentiality.

(4) Be outgoing, friendly, self-confident, a proactive individual.

(5) Be a good listener, a good communicator, able to work well with others.

(6) Be patient, flexible, mature, and stable.

(7) Be a good role model, capable of maintaining command credibility.

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(8) Be someone who is capable of fostering and maintaining the support and cooperation of active duty spouses and family members.

b. The objective of the Assembly is to:

(1) Provide a forum for on-going OMBUDSMAN training in the form of resource information and specialized topics of interest to the OMBUDSMAN in the MIDWEST region related to the Great Lakes area.

(2) Provide policy clarification by appropriate authorities to area OMBUDSMAN on a regular basis.

(3) Provide assistance to commands for recognition and appreciation of command OMBUDSMAN.

(4) The assembly may perform other functions, as decided by its sponsor and/or the assembly advisory board. An example would be resource handbooks and sending regular newsletters or emails.

c. The assembly is not a policy making body and will in no way interfere with the individual command/OMBUDSMAN relationship.

d. Regional OMBUDSMAN will:

(1) Apply in writing to COMNAVREGMW to be considered for the position.

(2) Be an active OMBUDSMAN from an area command at the time of appointment.

(3) Not exceed one year in time, the length of the appointment, from the date of appointment.

(4) Plan, with the assembly advisory board, the tentative calendar of events for the upcoming quarters. The Regional OMBUDSMAN is responsible for planning the sessions, overseeing the business and announcements, contacting and inviting guest speakers, and representing the Assembly to other groups. The Regional OMBUDSMAN may also act as an advisor to other OMBUDSMAN. They will oversee production of a newsletter or information sent by email.

e. Monthly training sessions will normally be held at the Life Long Learning Center (Bldg 617), at times and dates determined by the OMBUDSMAN assembly board.

(1) The Regional Advisory Board consists of the following members:

- (a) Regional OMBUDSMAN (Chairperson)
- (b) Navy Region MIDWEST Chief of Staff or designated representative.
- (c) Navy Region MIDWEST Command Master Chief.
- (d) Executive Officer Naval Station Great Lakes.
- (e) Command OMBUDSMAN.
- (f) Director Family Service Center.
- (g) Navy Region MIDWEST Chaplain or designee.
- (h) Navy Region MIDWEST PAO.
- (i) Command Master Chiefs.
- (j) All area OMBUDSMAN/Key-persons are part of the assembly.

f. The OMBUDSMAN Advisory Board will meet monthly.

g. The OMBUDSMAN Training will be coordinated between the designated Regional OMBUDSMAN and Fleet and Family Service Center as needed for command OMBUDSMAN.

5. Action.

a. Commanding Officers shall utilize the requirements of reference (a) to search for and select a qualified Navy family OMBUDSMAN from spouses within their command. Commanding Officers must maintain close contact with their OMBUDSMAN, keeping that person informed of pertinent organizational policies and decisions so that the OMBUDSMAN may be employed to the greatest advantage. The Commanding Officer shall ensure the OMBUDSMAN receives copies of reference (b) for guidance.

b. Newly appointed OMBUDSMAN should contact the Regional OMBUDSMAN to join the assembly role, to receive initial training, if required, and to receive copies of the OMBUDSMAN handbook and the current roster of command OMBUDSMAN in the Great Lakes area.

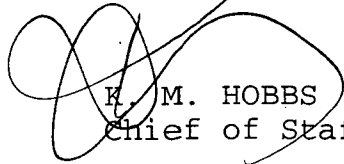
c. A roster of the active regional OMBUDSMAN will be maintained by the Regional OMBUDSMAN and distributed to OMBUDSMAN in order to facilitate interaction and cooperation. Letters of

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appointment and termination shall be filed with the Regional OMBUDSMAN to ensure the roster remains current. Copies will be provided to the Navy Region MIDWEST Command Master Chief.

d. Enclosure (1) is a sample letter to be used for the selection of the Command OMBUDSMAN.



E. M. HOBBS
Chief of Staff

Distribution:

COMNAVREGMIDWESTINST 5215

List I

From: Commanding Officer, (Command)
To: _____, Ombudsman

Subj: SELECTION AS OMBUDSMAN FOR (COMMAND)

Ref: (a) OPNAVINST 1750.1 SERIES

1. In accordance with reference (a), you are hereby selected as an Ombudsman for (Command).

2. Fully realizing the vital contribution made by Navy spouses in the course of the service member's career, it is essential that they remain an active, informed part of the Navy Team. You, as command Ombudsman, are charged with the responsibility of representing them in matters relating to the welfare and morale of command families. Additionally, as command Ombudsman, I request that you:

a. Promulgate all significant data of concern to families a timely and informative manner.

b. Establish yourself as a command communications link.

c. Establish yourself as a community services information source.

d. Establish yourself as a referral guide.

e. Develop effective community relations.

f. Serve as a personal liaison between spouses and the command.

g. Serve as interpersonal helper to the families.

h. Attend and actively participate in all meetings of the Navy Region MIDWEST Ombudsman Assembly as a command representative.

3. In carrying out your assigned duties as command Ombudsman, you should report to the Commanding Officer. Your point of contact within the command is the Command Master Chief and you should communicate with him or her on a regular basis.

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4. In accepting this unique position of responsibility, you demonstrate those characteristics of personal concern, selfless dedication and pride in professionalism that are the benchmark of this command and the Navy Family. Please accept my sincere appreciation for your willingness to assist in our "team" effort and heartfelt best wishes for continued success.

(Commanding Officer's Signature Block)